No. 10(29/2011-NICSI)

NATIONAL INFORMATICS CENTRE SERVICES INC.
(NICSI)
(A Government of India Enterprise under NIC)
Ministry of Communications & Information Technology
Hall No. 2&3, 6th Floor, NBCC Tower,
15, Bhikaji Cama Place, New Delhi – 110066.
Tel – 26105054, Fax - 26105212

TENDER NO. NICSI/ Application Equipment/2011/26

Application equipments

TENDER DOCUMENT FOR EMPANELMENT OF VENDOR FOR SUPPLY, INSTALLATION AND MAINTENANCE OF APPLICATION EQUIPMENTS

Index

Sr.No.	Contents	Page No.
1.	Objective	3
2.	Availability of tender	3
3.	Important Dates	3
4.	Eligibility Criteria	4
5.	Terms & Conditions	5
5.1	Pre-Bid Meeting	5
5.2	Bid Submission	5
5.3	Bid Opening	7
5.4	Evaluation of Bids	7
5.4.1	Technical Evaluation	7
5.4.2	Financial Evaluation	8
5.5	Empanelment of Bidders	8
5.6	Placing of Purchase Orders	9
5.7	Delivery & Penalty	9
5.8	Installation Schedule & Penalty	10
5.9	Payment	11
5.10	Warranty Maintenance	11
5.10.1	ON Site Warranty and Penalty	11
5.11	Services to be provided	12
5.11.1	Training	12
5.11.2	Delivery of Items	12
5.11.3	Installations	12
5.12	Price Variation Clause	13
5.13	Refund of EMD & Security Deposit	13
5.14	Indemnity	14
5.15	Force Majeure	14
5.16	Termination for Default	15
5.17	Arbitration	15
5.18	Applicable Law	16
5.19	Miscellaneous	16
5.20	Technical Requirements	17
5.20.1	Scope of work	17
	Annexure(s)	19-33

No. 10(29)/2011-NICSI
National Informatics Centre Services Inc.
(A Government of India Enterprises under NIC)

TENDER DOCUMENT FOR EMPANELMENT OF VENDOR FOR SUPPLY, INSTALLATION AND MAINTENANCE OF APPLICATION EQUIPMENTS

1. OBJECTIVE

Online Bids, valid for a period of 180 days from the date of opening, are invited from eligible bidders for empanelment of vendors for supply, installation and maintenance of application equipments at NICSI specified locations/user sites with on-site warranty period of five years from the date of installation at site.

NICSI would cater to requirement of its users. **The empanelment will be for an initial period of two (2) years which can be extended for another six (6) months with mutual consent**. The empanelled vendor will supply application equipments at the rates finalized through this tender during the period of empanelment/extended empanelment.

2. AVAILABILITY OF TENDER

On-line bidding will be through NICSI E-Procurement System.

The tender document is available at NICSI e-procurement site **http://eproc-nicsi.nic.in**

Prospective bidders desirous of participating in this tender may view and download the tender document free of cost from above mentioned website. However, bidders need to submit the tender fee of **Rs.500/- (Rupees Five Hundred only)** through demand draft / pay order from a schedule commercial bank drawn in favour of '**National Informatics Centre Services Inc., New Delhi'** along with the bid.

3. IMPORTANT DATES

Date of publication	**20.10.2011** at NICSI e-procurement site **http://eproc-nicsi.nic.in**
Start of Sale of Tender Document:	**21.10.2011**
Seek clarification start date	**24.10.2011**
Seek Clarification end date	**31.10.2011**
Pre-bid Meeting:	**02.11.2011** at **11:30** Hrs at National Informatics Centre Services Inc., Hall No. 2 & 3, 6th Floor, 15 NBCC Tower, 15 Bhikaji Cama Place, New Delhi
Bid submission start date	**03.11.2011 at 11.30AM onwards**
Bid submission end date:	**16.11.2011 upto 15:00 Hrs**
Opening of Tender Bids (EMD, Eligibility &Technical):	**16.11.2011 at 15:30 Hrs**

4. ELIGIBILITY CRITERIA

The bidder should meet the following criteria to quote in the present NICSI tender.

4.1 The bidder should attach a letter of authorization from the original manufactures/their channel partners in India /their authorized distributors in India, for quoting their products in the present NICSI tender. The letter should be submitted as per **Annexure – A** of tender document.

4.2 A self certificate by the bidder that the bidder has not been black listed by any institution of the Central/State government.

4.3 OEM/Bidder should be an ISO 9001:2000 certified Company. A copy of quality certificate from a globally recognized institution for their manufacturing / assembly / system integration facilities anywhere located in INDIA or abroad should be attached.

4.4 The bidder's cumulative turnover in India should be **Rs. 50 Crores** or more during the last 2 financial years (2009-10, 2010-11) taken together.

4.5 Bidder should enclose attested copies for substantiation of the following:

i) VAT / Sales Tax number
ii) Service Tax number
iii) Submission of IT returns for latest year
iv) Registration number of the company
v) Copy of AOA/Partnership deed
vi) PAN

4.6 The bidder should have countrywide support in the form of direct service centers or franchisees in all five regions (North, South, East, West and Northeast). Bidder should submit details as per the **Annexure - F**.

4.7 A self certificate by the bidder for the compliance to all terms and conditions of the tender.

5. TERMS & CONDITIONS

5.1 Pre-Bid Meeting

NICSI shall hold a pre bid meeting with the prospective bidders at 11:30 AM on 02.11.2011 in the NICSI conference hall. Queries received in writing, from the bidders, two days prior to the pre bid meeting shall be addressed. The queries can be sent to NICSI through email **at tender-nicsi@nic.in or faxed on 26105212.**

5.2 Bid Submission

5.2.1 Bidders must obtain class 2 digital signature and register on http://eproc-nicsi.nic.in. The documents will be digitally signed during bid uploading by the systems. Online bids (complete in all respect) must be uploaded on http://eproc-nicsi.nic.in latest by **15:00 hours on 16.11.2011**.

5.2.2 The Online bids should be submitted as under:

EN-I Bank Draft(s) towards EMD and TENDER FEE in one cover sealed and superscripted **"EMD and Tender Fee - NICSI tender for supply, installation and maintenance of application equipments due on 16.11.2011 at 15:00 Hrs."** A letter specifying the draft details should be submitted physically at NICSI office Hall No. 2&3, 6th Floor, NBCC Tower,15, Bhikaji Cama Place, New Delhi – 110066. However, the scanned copy of Bank drafts must be uploaded (PDF format) electronically on http://eproc-nicsi.nic.in.

EN-2 The PDF/Rar File, containing the following information, should be titled as

"**Eligibility Criteria - NICSI tender <u>for supply, installation and maintenance of application equipments</u>"**

All the documents asked for Eligibility Criteria should be attached.

EN-3 The PDF/RAR File, containing the following information, should be titled as

"**Technical Bid - NICSI tender <u>for supply, installation and maintenance of application equipments</u>"**

The bidder should quote only one make and model for each item.

The bidder has to quote for all items of **Annexure - G** and submit compliance statement signed by the bidder for technical specifications of items as given in **Annexure – G.**

Deviations as per **Annexure - H** for the equipments being quoted.

Unpriced Bill of Material (BoM) as per **Annexure – J** signed by the bidder along with complete technical literature of the products quoted is to be submitted in the technical bid.

The financial bid needs to be submitted in two parts.

EN-4 The XLS file titled as 'G_T_V' for "**Financial Bid - NICSI tender for <u>supply, installation and maintenance of application equipments</u>**" should be submitted as first part of financial bid and should contain Grand Total value as per **Annexure – I** Table **KMF.01**.

EN-5 Separate sealed envelope containing "Financial Bid 2nd Part as per **Annexure – I** Table **KMF.02** super scribed as "**Financial Bid - NICSI tender for <u>supply, installation and maintenance of application equipments</u>** should be submitted physically in NICSI with EN-1.

5.2.3 **Earnest Money Deposit (EMD)** of Rs. 25,00,000 (Rupees Twenty Five Lakhs only) has to be submitted. The EMD is to be submitted through Demand Draft / Pay Order of any Scheduled Commercial Bank drawn in favour of National Informatics Centre Services Inc., New Delhi physically **before 1500 Hrs on 16.11.2011. However the scanned copy of Bank drafts must be uploaded (PDF format) electronically on** http://eproc-nicsi.nic.in. No Bank Guarantee towards EMD will be acceptable.

5.2.4 All the bids documents should be digitally signed by the authorized signatory.

5.2.5 All pages of the bid being submitted must be sequentially numbered by the bidder.

5.2.6 NICSI will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.

5.2.7 The bids submitted by telex/ telegram/ fax/ E-mail / manually etc. shall not be considered. No correspondence will be entertained on this matter.

5.2.8 NICSI reserves the right to seek any document, already asked, in physical form from any bidder during eligibility and technical evaluation.

5.2.9 NICSI reserves the right to seek any other/new document if the need arises at any stage of tender.

5.2.10 If already asked documents are erroneous /suspicious/unauthenticated and convey false information in explicit/implicit form, for whatever reasons, will lead to rejection of the bid.

5.2.11 Financial bid **Annexure – I** table **KMF.01** (PDF file) and **KMF.02** are found erroneous /suspicious/unauthenticated and convey false information in explicit/implicit form, for whatever reasons, will lead to rejection of the bid.

5.2.12 The rates are to be quoted in strict compliance to the financial bid.

5.2.13 Percentage (%) of taxes etc. if any to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all taxes and no plea would be accepted in this regard after opening of the tenders

5.2.14 The basic prices in Indian rupees should be quoted separately for each set of items given in **Annexure – I** Table **KMF.02** inclusive of all accessories like Power Cables (as per Indian environment), Driver Software, related accessories, Documentations of sub-assemblies of quoted item and Operating Manuals of the system, Packing, Forwarding, Freight, Insurance, Installation Charges at sites and five year on-site Warranty etc. Certificates for Exemption of Octroi Charges / Entry Tax shall be furnished by NICSI users.

5.2.15 The rates are to be quoted by the bidders in Indian Currency and shall be made to successful bidders in Indian currency only.

5.2.16 The price shall be for delivery at desired destination in India including installation/commissioning and complete maintenance as per clause 5.11.

5.2.17 The **warranty period of Five years** shall be taken into account for different orders of items, from the date of completion of supply and its successful installation/commissioning and acceptance by **NICSI or 63 months** from the date of delivery **whichever is later.**

5.2.18 The bidder should certify support for the supplied items, in case NICSI or its users decide to go in for in-house maintenance or through a third party after warranty support, the vendor shall supply the spare parts to NICSI users/NICSI or a party designated by NICSI to give the complete support of minimum two years after warranty period of five years for the supplied products.

5.2.19 Conditional tenders shall not be accepted on any ground. If any clarification is required, the same should be obtained at the time of pre-bid or before submission of the bids.

5.2.20 The bidder should possess Dealer Possession License (DPL) for the year 2011 if it is mandatory to stock and sale of any of the equipment.

5.2.21 In case of imported items, it will be the complete responsibility of the vendor to arrange import license and any other clearance/approval as may be required.

5.2.22 In case of any Security related clearance or any other clearance required by NICSI, before placing the Purchase Order, by regulatory authorities, either mentioned currently or in future, will be arranged by the bidder by providing all necessary documents from OEMs within 15 days.

5.2.23 However the required fee, wherever applicable as prescribed by regulatory authorities, for obtaining all clearances and licenses in the name of NICSI will be paid by NICSI.

5.3 Bid Opening:

Online bids (complete in all respect) received along with Demand Draft of tender fee & EMD (Physically) will be opened at **15:30 hours on 16.11.2011** in presence of bidders representative if available.

5.4 EVALUATION OF BIDS

5.4.1 Technical Evaluation

5.4.1.1 A duly constituted Technical Evaluation Committee (TEC) will first select Bidders on the basis of eligibility criteria of this tender. The Bids conforming to the eligibility criterion will be considered for further evaluation.

5.4.1.2 A duly constituted Technical Evaluation Committee (TEC) will shortlist Technical Bids on the basis of technical parameters and features offered. All the Bidders may be asked for a detailed technical presentation/discussion on the solution and products offered in the bid. Further, Bidders will have to bring the equipments as per **Annexure – G** for technical performance evaluation at NICSI or any other location decided by TEC in specified time limit of 10 days. In case, the bidder fails to bring their quoted equipments for demonstration within stipulated time, for whatever reasons, their bid will not be considered for further evaluation.

5.4.1.3 For detailed Technical Presentations/Discussions and demonstration/evaluation, bidders have to ensure availability of appropriate specialist, along with required documentation for interacting with Technical Evaluation Committee.

5.4.1.4 Vendors will be technically short listed based on the presentation/Technical discussions and Demonstration/performance evaluation of the selected products. The names of technically short listed vendors will be announced to only those vendors whose bids will qualify for opening the Financial Bids.

5.4.1.5 No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of NICSI can make any enquiry/seek clarification from the bidders. In such a situation, the bidder shall extend full co-operation.

5.4.2 Financial Evaluation

5.4.2.1 The Financial Bids of only those Bidders short-listed from the Technical Bids by TEC will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders by Tender Process Section of NICSI, and the same will be evaluated by a duly constituted Finance Evaluation Committee (FEC).

5.4.2.2 If NICSI considers necessary**, Revised Financial Bids** could be called for from the **Technically short-listed Bidders**, before opening the original financial bids for recommending the final empanelment.

5.4.2.3 In the event of revised financial bids, being called the revised bids should ***NOT*** be higher than the original bids.

5.4.2.4 There will be **NO NEGOTIATION** regarding the financial bid.

5.4.2.5 Lowest Price Quoting Bidder will be selected as per the **Annexure – C.**

5.4.2.6 No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of NICSI can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time.

5.4.2.7 The above process of financial evaluation and empanelment will be followed separately for all the annexure(s).

5.5 EMPANELMENT OF BIDDERS

5.5.1 The empanelment under this tender, with all its terms and conditions, can be used by NIC and user ministry / department also.

5.5.2 Keeping in view the NICSI-project commitment, NICSI reserves the right to evolve a super-set of technically qualified accepted systems and subsystem, items of their brands and models for the entire range of systems covered by various Annexure of this tender so as to take care of the service delivery related aspects concerning the suitability of configuration needs matching the project requirements from time to time.

5.5.2 In case any selected L1 bidder refuses to provide acceptance to the empanelment offer within seven days of communication from NICSI, the offer would be treated as withdrawn, the bidder's EMD will be forfeited, and tender will be refloated.

5.5.3 In the event of an empanelled Company or the concerned division of the Company is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with the NICSI, should be passed on for compliance by the new company in the negotiation for their transfer.

5.5.4 If the name of the product is changed for describing substantially the same in a renamed form; then all techno-fiscal benefits agreed with respect to the original product, shall be passed on to NICSI and the obligations with NICSI taken by the Vendor with respect to the product with the old name shall be passed on along with the product so renamed.

5.5.7 In case of empanelled bidder is found in breach of any condition(s) of tender or supply order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the bidder and EMD/Security Deposits shall be forfeited, besides debarring and blacklisting the bidder concerned for at least three years, for further dealings with NICSI.

5.5.8 The vendor should not assign or sublet the empanelment or any part of it to any other agency in any form. Any such eventuality shall result in termination of empanelment and forfeiture of Security Deposit/EMD concerning such vendors / parties.

5.5.9 NICSI may, at any time, terminate the empanelment by giving written notice to the empanelled vendor without any compensation, if the empanelled vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICSI.

5.5.10 The Vendor should have a back-to-back support agreement with OEM for support of offered product. OEM should be accessible through mail/phone/VC, for support directly or through the vendor for any support related issues.

5.5.11 No deviations from these terms and conditions will be accepted; violation thereof will lead to rejection of the bid and forfeiture of EMD/Security deposit.

5.6 PLACING OF PURCHASE ORDERS

5.6.1 NICSI shall place an initial order for limited number of items for doing user trial under different weather conditions. After getting satisfactory performance report from the user, NICSI shall place purchase order for bulk requirement.

5.6.2 NICSI has the right to choose any subset of the tendered items for phasing of placement of purchase orders.

5.6.3 For procurement of goods, Purchase Order will be placed on the empanelled vendor in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Purchase

Order or an alert through e-mail for downloading the Purchase Order from NICSI Purchase Section Web-site.

5.6.4 Discrepancies, if any, in the Purchase Order must be reported to Purchase Section by the vendor within three (3) working days counted from the Date of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order *in toto*. This is applicable in case of electronic publishing/delivery of Purchase Order also.

5.6.5 On the receipt of the Purchase Orders, the Vendor(s) shall obtain from the user all the necessary documents for the State Entry Permit in respective States wherever required by them, for complete, safe and timely delivery of the ordered products.

5.7 DELIVERY & PENALTY

5.7.1 All aspects of safe delivery shall be the exclusive responsibility of the Vendor. At the destination Site, the cartons will be opened only in the presence of NICSI/User representative and Vendor's representative and the intact position of the Seal for not being tampered with, shall form the basis for certifying the receipt in good condition.

5.7.2 Delivery schedule for all the items as stipulated in the purchase order shall not be more than **08 weeks** from the date of purchase order and the same shall be strictly adhered to. NICSI shall deduct liquidated damages **@0.5%** (point 5 percent) of total order value per day of delay to a maximum period of 20 days. If the delivery, is delayed beyond 20 days from last date of delivery as given in the purchase order, NICSI will have option to cancel the purchase order to the extent of unfulfilled part of the purchase order. NICSI will be free to procure the remaining items from alternate sources at the cost and risk of the defaulting vendor, by forfeiting the EMD/Security Deposit of the Vendor. In addition, NICSI will impose a cancellation charge of 15% of the value of unsupplied items, which will be recovered from the pending bills or EMD/Security Deposit or by raising claims.

5.7.3 User will help in providing Road Permit to the Vendor. Vendor has to start pursuing for issue of road permit with the user immediately within ten (10) days of receipt of purchase order. Incase of any delay in obtaining the Road permit from user side, four (04) weeks time will be given to the vendors for shipping the equipment to the concerned location from the date of issue of road permit. If vendor supplies the equipment with in the additional grace periods, No penalty will be levied for additional grace periods. However, failing the prescribed delivery schedules will attract a penalty as mentioned above.

5.7.4 Copy of Proof of Delivery (Delivery Challan as per **Annexure - D**) duly signed by the user /NICSI Project Coordinator, with his name, date of delivery, designation and office seal, legibly recorded, should reach NICSI Head Quarters, New Delhi within four (4) weeks of the delivery except for delivery in North-eastern States including Sikkim, J&K, Lahaul-Spiti & Kinnaur in HP, Andaman Nicobar and Lakshadweep Islands locations. Copy of delivery note of these locations should reach within six (6) weeks of delivery date.

5.7.5 On the receipt of the purchase orders, the vendors within Ten (10) Days shall initiate the process of obtaining all the necessary documents directly from the user for the State Entry Permit in respective States wherever required for complete and safe delivery of the ordered products. However, for cases where copy of invoice and GR (Goods Receipt) from the transporter is required for applying for road permit, the process should be so initiated by the vendor that the delivery schedule is met. Proof for the communication sent and duly receipted by the user and/or NICSI project coordinator with signature, name, designation, telephone number and preferably with office seal should be submitted to NICSI. If after such proper communication, there is any delay in delivery of equipments which may be attributable to non-receipt of State Entry Permit / Octroi / Way Bill shall qualify for extension of delivery period on pro-rata basis provided vendor submits documentary proof for doing so.

5.7.6 The vendor shall provide System manual and User manual (soft or hard copy) along with each item, irrespective of the fact that more then one item may be meant for any location. The maintenance manual should contain detailed sub- system specifications, functional description.

5.8 INSTALLATION SCHEDULE & PENALTY

5.8.1 The Bidder should install all the systems at specified site without any additional charge. Installation should be completed within **4 Weeks.** If the scheduled date of delivery / installation falls on holiday / non working day (at the delivery location), the next working day shall be treated as due date of delivery / installation At the destination site, the Cartons will be opened only in the presence of user Official and Bidder's representative and the intact position of the Seal for not being tampered with, shall form the basis for certifying the receipt in good condition.

5.8.2 During installation at site if any item is found to be defective or broken, it will be replaced with new one by the Bidders at their own cost and risk within 30 days from the date on which the vendor has been informed of such damage.

5.8.3 If the items are not installed at site within the stipulated time after delivery due to the 'non-responsiveness' of the vendor, a penalty at the rate of **0.5%** (zero point Five percent) of purchase order value per day subject to a maximum of 20 days will be imposed on delayed installed items. Thereafter, NICSI holds the option to complete the installation work through alternate sources at the risk and cost of the defaulting vendor.

5.8.4 A sticker mentioning the service support call centre number of the vendor should be pasted on each supplied item. An installation certificate as per format given in **Annexure - E** must be obtained from user or NICSI project coordinator as the case may be.

5.9 PAYMENT

5.9.1 A pre-receipted bill, along with original excise duty gate pass (if applicable) and Proof of Delivery of all the items as mentioned in Purchase order (Delivery Challan as per **Annexure - D**),Installation and acceptance certificate of all items as mentioned in Purchase Order, shall be submitted (Three Copies) in the name of user, A/c-NICSI, New Delhi-110066 soon after the delivery and installation of the items (not beyond two months of delivery date in any case) along with a copy of the duly receipt delivery challan and a copy of valid DPL (if applicable) of the year in which equipments are delivered. If bills are not submitted with in three months of last delivery date, it will be presumed that bidder does not have any claim for payment. The Bills/Invoice should be in the format and as per guidelines / instructions given in Rule 52-A, 57GG etc., of the Central Excise Rules, 1944 as amended from time to time for these items for which payment of Excise duty is applicable.

5.9.2 **100% (Hundred percent)** payment will be made after submission of complete delivery, installation, acceptance note / certificate duly signed by user/NICSI Project Coordinator of ordered items at the designated sites and on the submission of **Performance Bank Guarantee (PBG)** drawn in the name of National Informatics Centre Services Inc Hall No. 2&3, 6th Floor, NBCC Tower, 15 Bhikaji Cama Place, New Delhi – 110 066. as mentioned in the **Annexure - B**. Payment will be made after deducting penalty, amount, if applicable. PBG will have to be renewed for such further periods till satisfactory free warranty support has been provided by the vendor for all the items supplied and installed, and there after the PBG will be returned to the vendor. No interest will be payable for the Security Deposit and PBG. If bills, complete in all aspect are submitted with all relevant documents as defined above, NICSI will ensure that the payment are made to bidder within twenty one days from the date of bill submission.

5.9.3 Entry Tax, Octroi etc. if payable on ordered goods will be reimbursed by NICSI for which vendor has to submit all original documents along with the bills. Such claims shall neither be processed separately nor on any post-facto basis.

5.9.4 Payments shall be subject to deductions of any amount for which the empanelled vendor is liable under the empanelment. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income-Tax Act, 1961 and any other taxes.

5.9.5 All payments will be made through RTGS only.

5.10 WARRANTY MAINTENANCE

5.10.1 ON SITE Warranty and Penalty Clause

1. Under the ON SITE Warranty, for all the equipment including battery/battery packs, LAN cables mentioned in **Annexure - G**, the vendor at his own expense and at no cost to NICSI shall make alterations, repairs and **advance replacements** at site as may be necessary for the functioning of the equipment in accordance with the specifications**.**

2. If any trouble or defect originating with the design, materials, workmanship or operating characteristic of any materials arise any time prior to **60 Months (5 Years)** from the date of last installation at sites, the vendor at his own expense and at no cost to NICSI shall make such alterations, repairs and replacements at site as may be necessary for the functioning of the equipment in accordance with the specifications**.**

3. NICSI may at its option remove such defective material at the vendor's expense, if the vendor does not act reasonably after being informed.

4. Vendor shall visit each site at least once in every six months to carry out preventive maintenance and fine-tune the performance of the system. Antenna captive hardware must be checked and fixed if required. However, preventive maintenance visit can be combined with corrective maintenance visit.

5. Vendor will also provide a status report every six months through email to NIC/ NICSI/ user about the support related complaints logged by different users for all the orders. The above report should be duly authenticated by respective state / project coordinator.

6. If any application equipment remains faulty beyond 03 working days from the date of lodging complaint with vendor**,** penalty at the rate of **Rs 2000 (Two thousand only) per day per location** will be recovered from vendor out of the withheld amount towards warranty maintenance or from security deposit or by raising bills. Maximum penalty/year will be 25 % of the order value. Beyond which NICSI has the right to get the work done from alternate sources at the vendors risk and cost.

5.10.2 In case of equipment being faulty due to site related issues like poor Earthing and electricity condition, physical damage to the equipment due to mishandling or natural calamity and in case of theft etc. vendor will not be liable to replace or repair the damaged equipment and user will have to bear the cost of replacement thereof. The extent of damage to the equipment will be evaluated by the vendor in their lab and lab report will be given in writing declaring the equipment faulty and beyond repair within 3 weeks of taking the damaged equipment from the location. In case of physical damage visible to naked eye, equipment being beyond repair will be admissible on approval of user and a pre designated nodal officer. In case the damaged equipment is declared to be repairable by the lab report, vendor will have to provide the replacement of damaged equipment in working condition to the location within one week of submission of lab report.

5.11 SERVICES TO BE PROVIDED

5.11.1 Training:-

5.11.1.1 **Training at central user premises and remote user location:** The vendor will provide technical training to one batch of officials at central user premises for all the equipments for three working days. The vendor will also provide technical training along with technical documents to one batch of officials at each user location, for which the

purchase order has been issued, for three working days where hands-on training sessions should also be conducted. In addition to above, vendor would also provide onsite training to end-user at the time of installation of equipment. For all the above training schedules , TA/DA and other expenditure for the Trainees will be borne by the user department.

5.11.2 Delivery of Items:-

5.11.2.1 At the destination site, the cartons will be opened only in the presence of end user and vendor's representative. Upon delivery of the equipment, vendor should obtain signed proof of delivery from the end user. The same shall be submitted along with the bills by the vendor for payment.

5.11.3 Installations:-

5.11.3.1 A sticker mentioning the Service Support Call Centre Number of the vendor should be pasted on each system.

5.11.3.2 Upon satisfactory installation of the equipment, vendor should obtain signed installation certificate from the end user. The same shall be submitted along with the bills by the vendor for payment.

5.12 PRICE VARIATION CLAUSE

5.12.1 During the validity of the panel including the extended period, if any, if the Vendor quotes, sells or exhibits written intention to sell any system or sub-system of the same or equivalent configuration to any other Department/ Organization at a price lower than the price fixed for NICSI under similar terms and conditions, the vendor shall voluntarily pass on the price difference to NICSI. The effective date will be the date of quoting lower rates by the bidder in the bid/quote. In the event of lowering of government levies subsequent to the finalization of the panel, the vendor shall automatically pass on the benefits to the NICSI, NIC , user ministry / department, and in the event of increasing of government levies subsequent to the finalization of the panel; NICSI ,NIC , user ministry / department shall automatically pass on the pro-rata benefits to the vendor, if the same have been explicitly given in the financial **Annexure – I** table **KMF.01 and KMF.02**

5.12.2 During the validity of the panel, in case NICSI notices that the market **rates have come down** from the time the rates were finalized or selection of new system configuration based on market trends or for the reasons of technological changes, NICSI could opt for asking the technically qualified vendors to re-quote the prices of all or some of the items as required and the vendor(s) will be selected on the basis of procedure followed earlier. All those vendors, who were declared Technically Qualified and NOT empanelled, will submit the revised quote with the EMD, if they have withdrawn the EMD from NICSI. The time difference between such re-quotes will be minimum 3 months except in case of the Union Budget. For any bulk requirements, NICSI reserves the right to call for the revised bids from the empanelled vendors any time during the empanelment. While submitting revised quotes vendor cannot increase price from the empanelled price of each item, sub item.

5.13 REFUND OF EMD & SECURITY DEPOSIT

5.13.1 The Earnest Money Deposit (EMD) will be refunded as follows:-

5.13.1.1 In the case of those bidders who fail to qualify the eligibility criteria, the Earnest Money Deposit (EMD) will be refunded without any interest accrued immediately thereafter.

5.13.1.2 In the case of those bidders whose technical bids do not qualify, the EMD will be refunded without any interest accrued within one month of the acceptance of TEC's recommendations.

5.13.1.3 In the case of those bidders whose technical bids have qualified but are not empanelled, the EMD will be refunded without any interest accrued within one month of the acceptance of FEC's recommendations.

5.13.1.4 In case of the bidder whose tender bid is accepted for the empanelment, EMD will be converted into security BG of equal amount for the period of empanelment of the vendor with NICSI. No interest will be payable for the Security Deposit.

5.13.1.5 The performance guarantee shall be deemed to govern the following from the successful vendor, in addition to the other provisions of the performance guarantee

- The successful and satisfactory operation of the equipment supplied in accordance with the specifications and other relevant documents.

- The equipment supplied shall be free from all defects in design, material and workmanship and upon written notice from NICSI; the vendor shall fully remedy all such defects free of cost as developed under the normal use of the said equipment within the warranty period.

- The performance guarantee is intended to secure the performance of the entire equipment. However, it is not to be considered as limiting the damages stipulated in any other Clause.

5.13.2 On completion of the warranty period of ordered items, the Security Deposit without any interest accrued shall be released after ascertaining that satisfactory support has been provided during the warranty period. In case, it is found that appropriate satisfactory support has not been provided by the Bidder, NICSI will ensure that the prescribed penalty for the default in service has been realized or shall be recovered from the Bidder out of already due payments.

5.14 INDEMNITY

The selected vendor shall indemnify the NICSI/User departments against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied items and related services or any part thereof. NICSI/User department stand indemnified from any claims that the vendor's manpower may opt to have towards the discharge of their duties in the fulfillment of the purchase orders. NIC/SI/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the vendor's manpower while discharging their duty towards fulfillment of the purchase orders.

5.15 FORCE MAJEURE

If at any time, during the continuance of the empanelment, the performance in whole or in part by either party of any obligation under the empanelment is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the empanelment, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the empanelment shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the

purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the empanelment is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the empanelment.

5.16 TERMINATION FOR DEFAULT

5.16.1 Default is said to have occurred

I. If the vendor fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by NICSI.
II. If the vendor fails to perform any other obligation(s) under the empanelment

5.16.2 If the vendor, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from NICSI (or takes longer period in-spite of what NICSI may authorize in writing), NICSI may terminate the empanelment / purchase order in whole or in part. In addition to above, NICSI may at its discretion also take the following actions:

NICSI may procure, upon such terms and in such manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting vendor shall be liable to compensate NICSI for any extra expenditure involved towards goods and services to complete the scope of work in totality or 10% of the total value of purchase order as cancellation charges which ever is higher.

5.16.3 NICSI may at any time terminate the purchase order / empanelment by giving one month written notice to the Vendor, without any compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent

5.17 ARBITRATION

5.17.1 Incase any dispute or difference arises out of or in connection with or the carrying out of works (whether during the progress of the works or after their completion & whether before or after the termination, abandonment or breach of contact) except as any of the accepted matters, provided hereunder, the parties hereto, shall first endeavor to settle such disputes of differences amicably.

5.17.2 If both the parties fail to reach such amicable settlement, then either party (The Purchaser or Contractor) may (within 30 days of such failure) give a written notice to the other party requiring that all matter in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in difference or differences of which such written notice has been given and no other shall be reoffered to the arbitration of a single arbitrator, to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or incase of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references. Provisions of Indian Arbitration & Conciliations Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitration.

5.17.3 Venue of arbitration shall be New Delhi.

5.17.4 The arbitrators or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.

5.17.5 Pending reference to arbitration, the parties shall make all endeavors to complete the work in all respect. Disputes, if any, will finally be settled in the arbitration.

5.17.6 Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall at the discretion of the arbitrator, or the umpire, as case may be.

5.17.7 The award of arbitrator or arbitrators, as the case may be, Shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Purchaser and the Contractor hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the Tender.

5.18 APPLICABLE LAW

5.18.1 The vendor shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

5.18.2 All disputes in this connection shall be settled in Delhi jurisdiction only.

5.18.3 NICSI reserves the right to cancel this tender or modify the requirement without assigning any reasons. NICSI will not be under obligation to give clarifications for doing the aforementioned.

5.18.4 NICSI reserves the right that the work can be allocated to any of the empanelled vendors.

5.18.5 NICSI also reserves the right to modify/relax any of the terms & conditions of the tender.

5.18.6 NICSI, without assigning any further reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect.

5.18.7 NICSI also reserves the right to award works/supply order on quality/technical basis, which depends on quality/capability of the system and infrastructure of the firm. Bidder(s) are, therefore, directed to submit the tender carefully along with complete technical features of the products/systems as well as other documents required to access the capability of the firm.

5.18.8 All procedure for the purchase of stores laid down in GFR and DFPR shall be adhered-to strictly by the NICSI and subordinates and Bidders are bound to respect the same.

5.19 MISCELLANEOUS

5.19.1 The empanelment under this tender is not assignable by the selected vendor. The selected vendor shall not assign its contractual authority to any other third party. As a matter of policy and practice and on the basis of Notification published in Gazette of India dated 14th March, 1998, it is clarified that services and supplies of the vendor selected through this tender can be availed by both National Informatics Center [NIC] and National Informatics Center Services Incorporated [NICSI], as the case may be depending on the project, and the selected vendor shall be obliged to render services / supplies to both or any of these organizations as per the indent placed by the respective organization. In other words, the selection procedure adopted in this tender remains applicable for NIC as well, and in the event of rendering services / supplies to NIC, the selected vendor shall discharge all its obligations under this tender vis-à-vis NIC. Any default or breach in discharging obligations under this tender by the selected vendor while rendering services / supplies to NIC, shall invite all or any actions / sanctions, as the case may be, including forfeiture of EMD, security deposit, invocation of performance guarantee stipulated in this tender document

5.19.2 The decision of NICSI arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any Bidder to bring pressure of any kind, may disqualify the Bidder for the present tender and the Bidder may also be liable to be debarred from bidding for NICSI tenders in future for a period of at least three years.

5.19.3 Any conditions mentioned in their tender bids by the bidders which are not in conformity to the conditions set forth in the tender will not be accepted by NICSI. All the terms and conditions for

the supply, testing and acceptance, payment terms penalty etc. will be as those mentioned herein and no change in the terms and conditions set by the bidders will be acceptable. Alterations, if any, in the tender bid should be attested properly by the bidders.

5.19.4 NICSI may use this tender for executing any projects anywhere in India during the validity of this tender.

5.19.5 All terms and conditions governing prices and supply given above, as applicable to NICSI, will be made equally applicable to NIC.

5.19.6 In addition to the supporting technical documents, the enclosures as mentioned in **List of Enclosures** are required to be submitted with the technical bid.

5.19.7 NICSI reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon Project priorities vis-à-vis urgent commitments. NICSI also reserves the right to accept /reject any bid, to cancel / abort tender process and / or reject all bids at any time prior to award of empanelment, without thereby incurring any liability to the affected agencies on the grounds of such action taken by the NICSI.

5.19.8 Any default by the bidders in respect of tender terms & conditions will lead to rejection of the bid & forfeiture of EMD/Security Deposit.

5.20 TECHNICAL REQUIREMENTS

Detailed specifications of required items are given in **Annexure- G.**

5.20.1 **Scope of work** The bidder will do the complete liaisoning job with government agencies like DOT/WPC/SACFA/NOCC. Liaisoning job will include preparing of documents and submission of proposal to DOT, obtaining all type of approvals & licenses required, as of now or in future, from DOT/WPC/SACFA/NOCC.

Operation of helpdesk at Central premises

a) The bidder will run helpdesk at central premises during working hours (9:00 AM to 5:30 PM), Six days a week, to operate and support day to day activities during the warranty period of five years. The bidder will provide a toll free number to contact the helpdesk. Manpower posted at central premises for this purpose should be capable of handling supplied equipments. Activities will include operation and maintenance of supplied equipments, keeping records of user details, interaction with field engineers for smooth installation, interaction with users for trouble shooting, rectification of down equipments, generating of various utilization/management reports on daily/weekly basis etc.

At Remote location

a) All equipments including battery and battery packs (wherever provided), LAN Cables , connectors will be under 5 years warranty period which would include ON site comprehensive maintenance (advance replacement), at the location of their delivery as per purchase order.

b) Each equipment will be delivered, unpacked and installed physically at the user location. It will be integrated with user IP network (Leased Line and VSAT network) for LAN connectivity. Once installation is complete, user applications like voice, video and data will be tested as per features mentioned in **Annexure - G**. Helpdesk at central premises will verify the installation and testing of the equipment. Installation engineer should test every item/equipment supplied through this tender.

c) Bidder should ensure that installation engineer must have tools, laptop, lan cables (straight and cross RJ-45) or any other item required to carry out activities as mentioned above.

d) All supplied softwares should work with Windows variants and Linux.

e) All supplied power cables, plugs and sockets should be as per Indian standards.

f) All new software upgrades for the supplied equipments will be implemented during the warranty period of five years at no cost to NICSI.

g) The vendor will provide training as per **clause 5.11.1.**

(Authorized Signatory)
NICSI
(Tender Process Section)

Annexure - A

LETTER OF AUTHORIZATION FORMAT

Ref : Date :

To,

Deputy Manager,
Tender Process Section,
National Informatics Centre Services Inc.,
NBCC Tower, 15
6th Floor, Hall No. 2 & 3,
Bhikaji Cama Place
New Delhi-110066

Sub : Authorization for Tender No _____.

Sir,

*We, **<OEM (Manufacturer name)>** having our registered office at **<OEM/ Manufacturer Address>,** are an established and reputed manufacturer of **<Equipment name>**.

*****We, **<Channel Partner Name>** having our registered office at **< Channel Partner Address>,** are an established and reputed Channel Partner of **<OEM (Manufacturer name)>** for **<Equipment name>**.

*****We, **<Authorized distributor Name>** having our registered office at **< Authorized distributor address>,** are an established and reputed authorized distributor of **<OEM (Manufacturer name)>** for **<Equipment name>**.

We confirm that **<Bidder Name>** having its registered office at **<Bidder Address>** is our authorized partner for our **<Equipment name>**. We authorize them to quote for our equipments in the above-mentioned tender.

Products supplied by us against the tender will carry a 5 years OEM warranty certificate at the time of delivery of items and we would provide full service support to them for the supplied equipments in all respects for supply and maintenance of our products during the warranty period of 5 years.

We hereby certify that Products supplied by us against this tender will be free from black boxes, malware, trapdoor and remote/hidden attack through computerized command and control and adequate steps and mechanism for security against any subversive activity by company/manufacturer/Bidder involved in the supply chain will be taken and will be in place. In case of any anomaly arising, now or in future, out of the above will be rectified directly by us as per the directions/guidelines from NICSI/Government of India.

Thanking You

*****For **<OEM/ Channel Partner/ Authorized distributor Name>**

<(Authorized Signatory)>

Name :

Designation :

*** Remove which ever is not applicable.**

Annexure – B

SECURITY DEPOSIT

Sl. No.	Item	Value
1	Validity	64 Months from the Date of Purchase Order
2	Instrument	One Single Deposit in the form of Bank Guarantee
3	Amount	Amount as %age of the value of the Purchase Order
		25 %

Annexure – C

SELECTION of L1 Vendor

A	**Selection Criteria for deciding L1 Vendor and lowest unit rate for each item**	The lowest quoting vendor (L1) will be determined as mentioned below: 1) First KMF.01 will be opened for all the technically qualified bidders on a specified date 2) L1, L2, L3, L4…… bidders will be decided on the Gross Total Value (GTV) of this i.e.,KMF.01 3) After the L1 vendor is decided on the Gross Total Value (GTV) & KMF.02 submitted by L1 Vendor will be opened for deciding the lowest individual unit rates for all the items of this tender. 4) In case L1 bidder has failed to quote for all the items in KMF.02 his bid will be rejected, his EMD will be forfeited, and the tender re-floated. 5) In the event of any mismatch in the GTV value mentioned at KMF.01 and total of KMF.02 of the L1 Vendor, the following criteria will be adopted to remove the discrepancy between these two values: a) When Grand Total Value given in KMF.01 is greater than the Grand Total Value given in KMF.02: The value given in Annexure KMF.02 will be taken as the value for KMF.01. b) When Grand Total Value given in KMF.01 is less than the Grand Total Value given in KMF.02 The value given in KMF.02 will be replaced with the value given in KMF.01 and the item wise value for each item in KMF.02 will be reduced on Pro-Rata basis and consequently unit values will be worked out. 6) If L1 bidder fails to accept the individual unit rates rationalized as per the above procedure, within 7 days of issuance of letter from NICSI, his bid will be treated as cancelled and EMD of such defaulting bidder will be forfeited and tender would be re-floated. 7) Thus the L1 vendor and the lowest unit rates (for individual items/services) shall be decided as per the procedure mentioned above.

Annexure - D

DELIVERY CHALLAN

1	**Vendor Name**	
2	**Project No.**	
3	**Purchase order No. & date**	
4	**Invoice No. with date**	
5	**Equipment Name & Description**	
6	**Equipment serial nos.**	
7	**Date of delivery**	
8	**Certificate**	Equipment (as per ordered configuration) has been received in complete.
9	**Any other Remarks**	

Name of user / NIC Project Coordinator / NICSI Project in charge:

_____

Designation :_____

Department : _____

Signature:_____
(with official seal)

Date:_____

Annexure - E

INSTALLATION CERTIFICATE

1	**Vendor Name**	
2	**Project No.**	
3	**Purchase order No. & date**	
4	**Invoice No. with date**	
5	***Equipment Name & Description**	
6	***Equipment serial nos.**	
7	**Date of delivery**	
9	**Installation Date**	
10	**Site ID**	
11	**Name of the Contact Person , Location , District, complete Postal Address, Landline phone number, mobile number and email address**	
15	**Certificate**	Equipment (as per ordered configuration) has been installed successfully)
16	**Any other Remarks**	

	Field Engineer	**User**
Name:	_____	_____
Designation:	_____	_____
Company / Department	_____	_____
Signature:	_____	_____ **(with official seal)**
Date:	_____	

* Use separate page for each type of Equipment

Annexure - F

Details of Service Support (Infrastructure Available with Bidder)

Sl. No.	State Name/Region	Contact Details with phones, e-mails, website etc.	Own / Franchisee	Manpower	Spares
1	North region				
2	South Region				
3	West Region				
4	East Region				
5	North East Region				

Please use additional sheets of paper wherever necessary.

Authorized Signatory

Name:

Date: **SEAL**
Place:

Annexure - G

Compliance Statement for Technical specifications to be signed by the bidder

S.No.	Specifications	Complied/ not complied
1.	**Video Phone**	
	• H.323 and SIP standards compliant • H.263 and H.264 video coding support • G.722 and G.711 audio coding support • Built-in Acoustic Echo canceller and Noise Reduction • System should be able to connect at speeds from 128 kbps to 384 kbps in multiples of 64 kbps • Live Video resolution CIF (352 x 288 pixels) at 25 frames per second • Fixed focus CCD color camera with at least 45 degrees horizontal field of view and capability to operate in normal room illumination conditions ((Mix of Sun light and Fluorescent light) • Inbuilt speakers • Inbuilt or external microphone for hands free operations • Should have handset or head phones • 7" or more in-built LCD/TFT screen • Capability to operate and control the unit through in-built keypad, mouse or hand held remote control unit. • To have video and audio Privacy option which can be enabled if required • Picture in Picture Video support • Auto sense Ethernet port (LAN) for connecting to IP networks • Support for PoE 802.3af compliant • System should support E.164 dialing using H.323 Gatekeeper • System should support Registration with SIP registrar • System should be able to place and receive calls with and without H.323 gatekeeper and SIP register • Support for working behind Network Address Translation (NAT) in IP networks • Support for QoS (Precedence/TOS and Diffserv) • Web based Management, Diagnostics and Configuration of the end-point • Global/Centralized directory support • Support for easy software upgrades through LAN or any other interface • Operating conditions: 230 volts, 50 Hz and PAL video standard	
2.	**Laptop**	

- 2nd generation Intel Core i5 (2.53GHz processor with 3MB L3 cache) or higher
- At least 4GB DDR3 SDRAM or higher. Memory expandable to 8GB.
- At least 320 GB SATA HDD or higher
- 15 inch or more Widescreen XGA display
- In-Built Graphics Card with at least 512 MB Video Memory
- Dual Boot preloaded OEM Windows 7 Professional edition or Latest and latest version of Linux (GUI based).Both should be licensed versions and should have recovery CD(s)/DVD(s).
- Built in DVD +/- RW Optical drive
- Integrated 10/100/1000 Mbps Ethernet
- In-built Wireless LAN (802.11 b/g/n)
- Integrated Bluetooth
- Integrated sound controller with inbuilt Speaker, Mic
- Built in card reader.
- At least 1.3 Mega pixel Web Camera or higher
- Keyboard with palm rest and Touch pad with Scroll/Track Point
- 4 or more USB (2.0) ports, 1 Stereo Headphone/Line-out, 1 Microphone in, 1 RJ45, 1 VGA port.
- Minimum 3 hours battery backup under standard working conditions using Lithium Ion rechargeable battery.
- Accessories - AC power adaptor, leather carrying case etc.
- All necessary plugins/ utilities and driver softwares including bundled in CD/DVD media and preloaded latest version antivirus software with one year validity.

- USB powered external Web cam mountable on Laptop.
  Should support the following:-
  - HD video calling (1280 x 720 pixels)
  - Optics with autofocus
  - Built-in mic.
  - Connected and powered through USB 2.0
  - Atleast 5 feet USB cable
  - Clip that fits on laptops, LCD or CRT monitors
  - All accessories/Softwares for optimal working.

- USB powered Mic and speaker
  - Full duplex operation with built-in Echo and Noise cancellation.
  - Mic and Speaker in single unit
  - Should support USB 2.0
  - USB Powered as well as externally powered.
  - Built-in port to cascade another unit.
  - Volume up/down and Microphone mute control.
  - All accessories/Softwares for optimal working.

3.	**Handheld Video Camera**	**Complied/ not complied**
	• Minimum 120 GB Hard Disk • Capable of Recording in High Definition (HD)(1920X1080) and Standard Definition (SD) (720X480) • Capable of recording at least 25 frames per second. • 10 X or more Optical Zoom • Still Image resolution of at least 3 Mega Pixels • At least 2.7 inch Colour LCD screen • Image stabalisation • USB Port, AV Cable, USB (2.0) cable for transferring videos to PC or Laptop. • Charger with power cable. • At least 1900 mAh Lithium- ion battery pack. • Carrying case to accommodate video camera, cables, charger etc. • Triopd stand with appropriate head, which is foldable and with adjustable height of up to 5 feet. The tripod should have pan and tilt handle for easy operation. Tripod will be used to mount the handheld camera. A hard carrying case to carry tripod and head. Bundled Software for transferring recorded video to laptop and encoding/compressing the video so that it can be uploaded to video sharing sites such as Youtube, Myspace, Facebook etc.	
4.	**Wireless Access Point**	**Complied/ not complied**
	• It should be a standalone outdoor Access point along with pole, ceiling and wall mounting kit and with provision to connect external Omni Directional antenna. • 10/100 Mbps, RJ45 Ethernet port to connect to VSAT network. • 802.11 b/g WLAN (2.4 GHz unlicensed band) • Support for WPA/WPA 2 encryption, PSK Authentication and TKIP and AES Algorithm. • Web browser based administration/configuration. • 2.4 GHz unlicensed band external Omni directional Antenna. • Power – Should support PoE (802.3af compliant) and also using external power supply. Should have PoE Injector. • The outdoor access point should be in a weather proof enclosure with waterproof and dust-proof power and LAN connection.	
5.	**Lan Switch**	**Complied/ not complied**

	• 24 port PoE 10/100 Mbps managed Switch • All 24 ports should support auto sensing PoE (802.3af compliant) • Management: CLI via console, Web-based configuration and management, RMON, SNMP, Telnet, TFTP • Input Power : 120 V to 240 V AC, 50/60 Hz internal power supply • Should have 1:1 redundant power supply • Ten CAT 5 LAN Straight cables of 5 meters each, Five CAT 5 LAN Straight cables of 10 meters each and Two CAT 5 LAN straight cables of 30 meters each having RJ 45 connectors on both ends. • Fifteen CAT5 LAN couplers to connect two LAN cables (RJ 45 female connector on both ends).	
6.	**UPS**	**Complied/ not complied**
	• Capacity 1KVA On-Line **Mains Mode** • AC Input 160 to 260 Volts 50 Hz ± 3Hz • Output Voltage 200 to 240 Volts **Inverter Mode** • Output Voltage 230 Volts ± 5% • Frequency 50 Hz ± 0.5 Hz • Overload Protection, Short circuit protection, DC under voltage protection, Surge/Spike protection. • Display UPS status, Load status, Battery status/ Low Battery • Alarms Audible alarm for any fault condition or low battery • Other Features Cold Start, No load shutdown and Generator compatibility should be provided • Power back up time on full Load 30 Minutes • Minimum 3 AC output sockets • Valve-Regulated Lead Acid (VRLA) sealed maintenance free Battery. • UPS and Battery in one single unit. • Single carrying case to store UPS with Battery in shock proof, crushproof, compact, rugged, watertight, lockable, airline checkable. • Three Spike busters with five Sockets of 5 Amps and 5 Amps input top with 5 mtr power cable length. • Two Spike busters with five Sockets of 5 Amps and 5 Amps input top with 30 mtr power cable length.	
7.	**Analog VHF Base Station with Radio IP Gateway (RoIP)**	**Complied/ not complied**

	Analog mobile radio (base station) operating in VHF range • Power Output - 25 Watts • Frequency range – 136-174 MHz. • Channel Capacity – 128 Channels • Channel Spacing – 12.5/20/25 kHz (Configurable) • Should work with AC supply as well as battery. • At least 14 character, 1 line alphanumeric display. • DTMF microphone, Internal speaker. • 3db whip antenna with 30 mtr RF cable to connect it to base station. • Should be compatible with existing VHF handsets. • PC based configuration/management software with all the required cables. Radio over IP (RoIP) gateway to extend the range of communication. RoIP will interface with the above Analog mobile radio station to increase the range by using IP and communicating with other RoIP connected Analog mobile radio stations in same or different LAN segments. • Audio port for transceiver • 10/100 Mbps Ethernet port for LAN/WAN gateway. • AC adaptor to work with 230V supply • PC based configuration/management software with all the required cables.	
8.	**Carrying Case**	**Complied/ not complied**
	Single, hard carrying case to store all the above items including LAN and power cables of supplied equipments (except UPS with Battery & tripod with head) with sufficient space to accommodate user supplied VSAT IDU and IP Phone. The case should be shock proof and have structured compartments. The carrying case should also be crushproof, compact, rugged, watertight, lockable, airline checkable with wheels for movement and comfort grip fold-down handle	

Note: - All configuration/console cables should work with USB (2.0) port of Laptop/PC. Any converter, if required, should be supplied.

Signature of the Bidder
Name
Date
Place
Seal

Annexure - H

STATEMENT OF DEVIATIONS FROM TECHNICAL SPECIFICATIONS

Equipment offered:- Make:_____ Model: _____

LINE ITEM	DESCRIPTION OF ITEM SPECIFICATION WHERE DEVIATING	DEVIATION IN THE OFFER	BRIEF REASON FOR THE DEVIATION

Signature of the Bidder
Name
Date
Place
Company Seal

Annexure – I

KMF.01

Financial Bid for Submission for GROSS TOTAL VALUE of KMF.02

Prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail in the event of any mismatch

Grand Total Value (GTV) (i.e. Value of Cell (9, 10) of KMF.02 (in Rs.)	
(Rupees _____) in words	

Note: Please ensure that the Grand Total Value given in KMF.01 must match the Grand Total Value given in KMF.02

Date: **Authorized Signatory**
Place: **Name:**

SEAL

Annexure - I (Contd.)

KMF.02

Financial Bid as per Technical Specifications Given in Annexure - G

Prices in Financial Bid should be quoted in the following format as per specifications in respective Annexure(s). Prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.

S.No	*Item description – having technical specifications as indicated in Annexure - G*	*Quantity*	*Make*	*Model*	*Basic (Unit) Price * in Rs. (Please indicate custom duties as percentage of basic price in brackets)*	*Excise Duty, if applicable*	*Sales / Service Tax (indicate % in bracket)*	*Total Unit cost in Rs.*	*Total Cost in Rs.*
1	*2*	*3*	*4*	*5*	*6*	*7*	*8*	*9=6+7+8*	*10*
1	*Video Phone*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
2	*Laptop*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
3	*Handheld Video Camera*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
4	*WI-FI Access Point*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
5	*Lan Switch*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
6	*UPS*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
7	*VHF Base Station*	*81*			*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*	*Rs ……*
8	*Carrying case*	*81*			*Rs.....*	*Rs.....*	*Rs.....*	*Rs.....*	*Rs.....*
9					*Grand Total (GTV)*				*Rs ……*

Note:

- The prices quoted should be inclusive of five years on-site warranty, training, activities under scope of work as per tender, interface cables, Power Cables, Documentations of the systems, packing, forwarding, freight, insurance (wherever applicable) and installation charges (as applicable) at any of the locations as specified by NICSI including the northeastern states, Jammu & Kashmir, Andaman & Nicobar and Lakshadweep Islands of India.
- NICSI may order single or multiple Antenna / equipment or modules as per requirement.
- Any additional local levies such as Entry tax, Octroi etc. will be reimbursed on production of original receipt along with bills for payment against delivery.
- Excise duty and Sales tax as applicable should be quoted separately, failing which these are not payable extra.
- Service tax will be paid as per actual

Date: **Authorized Signatory**
Place: **Name:**

SEAL

Annexure - J

Unpriced Bill of Material (BoM) signed by the bidder

S.No	*Item description – having technical specifications as indicated in Annexure - G*	*Quantity*	*Name of the OEM*	*Country of Manufacturing*	*Make of all sub-systems*	*Model of all sub-systems*
1	*Video Phone*	*81*				
2	*Laptop*	*81*				
3	*Handheld Video Camera*	*81*				
4	*WI-FI Access Point*	*81*				
5	*Lan Switch*	*81*				
6	*UPS*	*81*				
7	*VHF Base Station*	*81*				
8	*Carrying case*	*81*				

Please note: The bidder should quote only one make and model for each item.

Signature of the Bidder
Name
Date
Place
Company Seal